

Email Archive

New SITSD Service Offering

What is Email Archive?

Enabling a personal archive (also called an on-premises archive) or cloud-based archive for an existing mailbox helps you regain control of your organization's messaging data by eliminating the need for personal store (.pst) files and allowing you to meet your organization's message retention and eDiscovery requirements.

The use of .pst files to manage messaging data can result in the following issues:

- **Unmanaged files**

Generally, .pst files are created by users and reside on their computers or network shares. They aren't managed by your organization. As a result, users can create several .pst files containing the same or different messages and store them in different locations, with no organizational control.

- **Increased discovery costs**

Lawsuits and some business or regulatory requirements sometimes result in discovery requests. Locating messaging data that resides in .pst files on users' computers can be a costly manual effort. Because tracking unmanaged .pst files can be difficult, .pst data may be undiscoverable in many cases. This could possibly expose your organization to legal and financial risks.

- **Inability to apply messaging retention policies**

Messaging retention policies can't be applied to messages located in .pst files. As a result, depending on business or applicable regulations, your organization may not be in compliance.

- **Risk of data theft**

Messaging data stored in .pst files is vulnerable to data theft. For example, .pst files are often stored in portable devices such as laptops, removable hard drives, and portable media such as USB drives, CDs, and DVDs.

- **Fragmented view of messaging data**

Users who store information in .pst files don't get a uniform view of their data. Messages stored in .pst files are generally available only on the computer where the .pst file resides. As a result, if users access their mailboxes using Outlook Web App or Outlook on another computer, the messages stored in their .pst files are inaccessible.

Why take advantage of Email Archive?

- Help meet long-term retention requirements
 - Cloud-based archives allow you to store large quantities of messaging data off-site in secure and controlled datacenters.
 - Exchange Online Archiving helps your organization meet regulatory compliance or business requirements for long-term retention of e-mail. Using archive policies, messages are moved from on-premises mailboxes to the cloud-based archives. The same retention policies applied to on-premises mailboxes can be enforced on cloud-based archives.
- Help meet eDiscovery and litigation hold requirements.
 - With cloud-based archives for your on-premises mailbox users, you can perform seamless discovery searches across both the on-premises primary mailbox and the cloud-based archive. When users are placed on litigation hold in your on-premises organization, their cloud-based archive is also placed on hold.
- Lower storage costs
 - Moving historical e-mail data to a cloud-based archive allows you to reduce your organization's storage requirements.
 - You can provision users' primary mailboxes with appropriate mailbox quotas, which keeps mailbox sizes in control and your storage costs low.
- Provide Anywhere Access
 - Using Outlook 2010, Outlook 2007 or Outlook Web App, users are able to access older messages and content in the archive transparently, without requiring any additional configuration on their computers.

Policy and Tags

The default policy incorporates both archive and retention tags.

The default policy will move mailbox items older than two years into the archive mailbox. The default policy setting for retention is to Never Delete email in the mailbox or the archive mailbox.

Archive (when should email be moved to the archive mailbox folder)

- Default policy is 2 years
- Users can override with the following settings
 - 1 year (Tag)
 - 5 years (Tag)
 - Never (Tag)
 - Use Folder Policy(Tag)

Retention (how long should we keep the email ---applies to both mailbox and archive mailbox)

- Default policy is Never Delete (keep forever)
- Users can override with the following settings
 - 1 Month Delete (30 days) (Tag)
 - 1 Week Delete (Tag)
 - 1 Year Delete (Tag)
 - 5 Year Delete (Tag)
 - 6 Month Delete (Tag)
 - Never Delete (Tag)
 - Use Folder Policy (Tag)

Agency administrators can request an agency specific policy that can have different settings than the default. They can also decide whether to allow users to have override capability or not.

Agencies can disable the use of .pst files via Active Directory Group Policy. You can find more information on the Mine site using the link below:












https://mine.mt.gov/it/pro/email/Exchange_2010_Information_and_Links/managepstfiles.mcp

Moving Messages to the Archive Mailbox

There are several ways to move messages to archive mailboxes:

- Move or copy messages manually
 - Mailbox users can manually move or copy messages from their primary mailbox or a .pst file to their archive mailbox. The archive mailbox appears as another mailbox or .pst file in Outlook and Outlook Web App.
- Move or copy messages using Inbox rules
 - Mailbox users can create Inbox rules in Outlook or Outlook Web App to automatically move messages to a folder in their archive mailbox. To learn more, see [Learn About Inbox Rules](#).
- Move messages using Archive policies
 - You can use Archive policies to automatically move messages to the archive. Users can also apply a personal tag to move messages to the archive. For details about archive and retention policies, see [Archive and Retention Policies](#) later in this topic.
- Import messages from .pst files
 - In Exchange 2010 SP1, you can use a mailbox import request to import messages from a .pst file to a user's archive or primary mailbox.

What does it look like?

- ▶  **Inbox (31)**
-  **Drafts**
-  **Sent Items**
-  **Deleted Items**
-  **Conversation History**
-  **Infected Items**
-  **Junk E-Mail**
-  **Outbox**
-  **Quarantine**
-  **RSS Feeds**
- ▶  **Search Folders**

▶ **Archive - jmarks@mt.gov**

▶ **My Old PST File**

What does it cost?

Service Category: Email

Service: Email - Archive

Brief Service Description: (New) allows customers to have a copy of their mailbox maintained in a separate location that includes all of the correspondence that was present at the time of the service being enabled, and it captures all additional correspondence sent to and from the specific mailbox.

FY 2014 Annual Rate: \$31.06

FY 2014 Invoice Rate: \$2.59

Frequency and Unit: Monthly per Mailbox

<http://sitsdservicecatalog.mt.gov/content/documents/Rates/RateSheet>

What about legal hold?

- How:
 - Submit a Service Center Ticket
- What's kept:
 - Normal retention is 14 days. When a legal hold is enabled on a mailbox the retention is in place until turned off.
- Cost:
 - Archive Storage costs apply once a legal hold is enabled. The current rate is .29 per month per GB.

An employee left us, what do we do with their mailbox and archive mailbox?

Options:

- Delegate rights to mailbox and archive mailbox to supervisor
 - Former employee's AD account can be disabled
 - Supervisor can directly attach to former employee's mailbox and archive
- Collapse mailbox and archive into a .pst file and allow supervisor to attach to the .pst file
- Request Exchange group to copy items in mailbox and archive into Supervisor's archive.

Questions?